

Maine Department of Labor  
Bureau of Unemployment Compensation

**Three Ways to File Your Weekly Benefit Claim – Internet, Telephone, or Mail**

**Filing by Internet:**

**How:**

- Go to [www.file4ui.com](http://www.file4ui.com)
- Go to the heading “Online Services”
- Click on the brown box labeled “File a Weekly Unemployment Claim”
- Sign into your Portal Account by entering your e-mail address and password
- Answer all the questions for the weekly claim
- Wait for the confirmation message and you’re done!

**Filing by Telephone:**

**How:**

- Dial **1-800-593-7660**
- Choose option to ‘file a weekly claim’
- Enter your PIN (See PIN section below)
- Answer a series of brief questions using your telephone’s keypad
- Wait for the confirmation message and you’re done!

**Important Notes:**

- The weekly claims system will ask you to respond to questions by pressing numbers on your phone’s keypad. Don’t worry if you make a mistake, you will be asked to verify each response before it moves on to the next question so you will have a chance to correct any mistakes you may make.
- To save time and make the process simpler – make sure you have all information needed to file your claim (such as your PIN number or the amount of earnings you had during the week) ready before you call.
- Be sure to answer each question for the actual week (Sunday through Saturday) for which you are filing your claim (the system will ask you to verify the week at the start of the process).
- If you have any difficulty filing your claim by telephone, just call back during normal business hours (8:00 am to 4:45 pm, Monday through Friday), choose option #3 and a claims representative will help you complete your claim.

**General Instructions For Filing Either by Internet or Telephone:**

**What:**

- Weekly claims for the claim week just completed and for the prior claim week can be filed by Internet or by telephone. (If you need to file claims for weeks further back, you will first need to talk with a claims representative by calling **1-800-593-7660** between 8:00 am and 4:45 pm, Monday through Friday).

**When:**

- Starting 12:01 am Sunday after the week ending date of the claim week for which you are filing (the sooner you file after the end of your claim week, the sooner you will receive your benefit payment). The system is available 24 hours a day, 7 days a week (except for a brief period each evening when the computer system is being updated).

**PIN Numbers:**

- Your PIN (Personal Identification Number) is the same as a signature on a claim card. It identifies you as the person filing the claim so that no one else can get access to your unemployment benefits. Your PIN number cannot start with a zero.
- Protect your PIN number from unauthorized use – do not give it to anyone or leave it out where someone else may see it. You will be held responsible for any benefit claims filed using your PIN number.
- If you need to change your PIN number, you may call **1-800-593-7660** then select the option to “Change your PIN.” You may also change your PIN number on the Internet after you sign into your account at [www.file4ui.com](http://www.file4ui.com). If you lose or forget your PIN, call **1-800-593-7660** during normal business hours (8:00 am to 4:45 pm, Monday through Friday) and select the option to speak to a claims representative.

### Filing by Mail:

**Claims for Special Programs:** Dislocated Workers Benefits (DWB), Extended Benefits (EB), Trade Readjustment Allowances (TRA), and Trade Adjustment Assistance (TAA) **must** be filed using special paper weekly claim forms. There are also two (2) special paper claim forms, Workshare and Form Me. B-9 (commonly referred to as the “green sheet”) that are filed jointly by you and your employer. Except in special circumstances, all other weekly claims should be filed using the Internet at [www.file4ui.com](http://www.file4ui.com) or by telephone on the Interactive Voice Response (IVR) system.

All types of claims must be filed no later than 14 days from the week ending date of the claim week for which you are filing. If it is not filed within this period, your benefits may be denied.

### IMPORTANT MESSAGE PERTAINING TO ALL WEEKLY CLAIMS FILED

- **Answer all claim questions honestly. Benefits received as a result of false statements or misrepresentations may result in the loss of benefits. In addition, the commissioner will assess a penalty of 50% of the benefits falsely obtained for the first occurrence, 75% for a 2<sup>nd</sup> occurrence, and 100% for a 3<sup>rd</sup> or additional occurrence. Misrepresentation is a criminal offense that could result in criminal prosecution.**
- If you do not file a weekly claim for one or more weeks, you must call **1-800-593-7660** and speak to a claims representative in order to restart your claim.
- Be sure to notify the claims center of any changes in address or telephone number. The post office will **not** forward claim cards or Federal Income Tax Withholding Form 1099G to your new address. Undeliverable mail will be returned to our central office which will cause a delay in the receipt of your benefits or important claim information.
- **Work Search Log:**
  - Each week you are expected to make a reasonable effort to obtain a job. A work search requires actual contact with an employer. You will receive a work search log for you to keep a record of your work search activities and job contacts. You must provide “verifiable contacts” for each week in which a claim for benefits is being filed.
  - If you return to work, you must fax or send in your completed Work Search Log(s). If you are selected for a review of your work search and you do not participate in the interview, or fail to provide proof of verifiable contacts for each week that is selected for audit, you may be denied benefits for the week(s) being reviewed and you may be required to repay the benefits received.
- **Earnings during a claim week (Sunday through Saturday):**
  - If you report earnings for a claim week, you must still submit proof of these earnings before your payment can be processed – even if you are filing your weekly claim by telephone.
  - Proof of earnings can be made in several ways – a check stub, a written statement from your employer that includes your **gross** earnings for the week or by completing a “Verifications of Earnings” form (Form Me. B-9.3). You can get a Verifications of Earnings form from our website at [www.Maine.gov/labor](http://www.Maine.gov/labor) or from any Department of Labor CareerCenter. Your employer will need to complete the form and then you can mail or fax it to the Claims Center that handles your claim (Fax instructions are on the form itself).
  - **IMPORTANT: Proof of earnings must be provided within 14 days of the date requested or your claim for that week may be denied.**

### Information About Your Responsibilities under the Maine Unemployment Insurance Program

- Maine’s Unemployment “Blue Book” – A Worker’s Guide to Maine’s Unemployment Program – you should have received this when you filed your unemployment claim application – **be sure to read it and keep it for your records** as it explains what you must do in order to receive benefits and answers many questions about the claim process.

### Unemployment Claim Center Mailing Addresses and Fax Numbers

Unemployment Claim Center  
97 State House Station  
Augusta, ME 04333-0097  
Fax No. (207) 287-5905

Unemployment Claim Center  
P.O. Box 450  
Bangor, ME 04402-0450  
Fax No. (207) 561-4665

Unemployment Claim Center  
P.O. Box 1088  
Presque Isle, ME 04769-1088  
Fax No. (207) 764-2142